

SW-01303A-08-0227
W-01303A-08-0227



0000090834

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73222

Date: 11/21/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Diane Last: Perry

Account Name: Diane Perry

Home: [REDACTED]

Street: [REDACTED] Dr.

Work:

City: Sun City West

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC SUN CITY WEST WATER DISTRICT):

11-17-08

Diane Perry

[REDACTED]
Sun City West, AZ 85375

Phone (Home): [REDACTED]

Docket you wish to comment on: AZ AM Water Inc
Docket Number: W-01303A-08-0227
Case or Utility Name: Arizona American Water
Position on Docket: Con

The increase suggested is way too much. The already had a recent increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

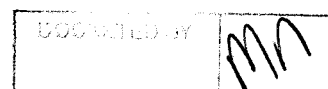
November 21, 2008

Diane Perry
[REDACTED]

Arizona Corporation Commission

DOCKETED

NOV 23 2008



RECEIVED
2008 NOV 25 P 12:12
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City West, AZ 85375

RE: ARIZONA AMERICAN WATER COMPANY

Dear Diane Perry:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/21/2008

Opinion No. 2008 - 73222

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73220

Date: 11/21/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Dean

Lusk

Account Name:

Dean Lusk

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

1/15/2008

Dean Lusk

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Application for rate increase

Case or Utility Name: Arizona American Water Company, Inc

Docket Number: W-01303A-08-0227

Position on Docket: Con

At this time, with no new industry or building, bankruptcy hitting major developers and individuals, it is not time to be adding to the mix. Everyone is seeing their property values decreasing and people are in a hardship mode.

An increase in the waster water rate at this time is not only unreasonable, but unjustified.

We are a shrinking economy!

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

N/A

End of Response

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 21, 2008

Dean Lusk

[REDACTED]
Fort Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear Dean Lusk:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/21/2008

Opinion No. 2008 - 73220

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73218

Date: 11/21/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By:

First:

Wayne

Last:

Jensen

Account Name:

Wayne Jensen

Home: [REDACTED]

Street:

5 [REDACTED] r.

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Correspondence Received - Opinion Opposed (AAWC Mohave Wastewater District):

10/16/08

Wayne Jensen
5651 Clubhouse Dr

Phone (Home): [REDACTED]

Email: [REDACTED]

Name of Utility Co.: Arizona American Water

Name on Bill: Wayne Jensen

Account Number: [REDACTED]

Company Contacted: Yes

We had one increase last year of approx \$10 that was supposed to pay for expansion. No they want a 45% increase. I have not heard of any sewer rate even close to what we are paying now, yet alone this outrages increase to about \$90 per month. The other thing is that this last year we were gone approx 6 months with now water going into the sewer. Still had to pay the flat rate. These people have overbuilt and we should not have to pay for their mistakes.

Outrageous

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Correspondence Mailed to Customer:

November 21, 2008

Wayne Jensen
[REDACTED]
Fort Mohave, AZ [REDACTED]

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/21/2008

Opinion No. 2008 - 73218

SW: 01303A-08-0227
W: 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion

No. 2008 - 73217

Date: 11/21/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Jack and Darlene

McCormick

Account Name:

Jack and Darlene McCormick

Home:

Street:

Work:

City:

Sun City West

CBR:

State:

AZ

Zip:

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

Correspondence Received - Opinion Opposed (AAWC Sun City West Water District):

Arizona American Water
19820 North 7th St. Suite 201
Phoenix, AZ. 85024

November 17, 1980

Dear Sir,

We received your letter requesting a 79.8% increase Docket # W-01303A-08-0227 et al and we feel it's outrageous and unrealistic. Because of your poor management we should not have to be responsible for such a severe increase.

We are on a fixed income and can not afford to pay that amount, I propose a gradual increase of 5% per year which would allow you to purchase a bond.

Thank you.

Jack and Darlene McCormick

SunCity West, AZ

cc: Arizona Corporation Commission
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Correspondence Mailed to Customer:

November 21, 2008

Jack and Darlene McCormick

Sun City West, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/21/2008

Opinion No. 2008 - 73217

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 73282

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: PETITION

PETITION

Account Name: Jim Gower

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

Re: Docket No. W-01303A-08-0227
SW-031303A-08-0227

Arizona Corporation Commission
Consumer Services Section
1200W. Washington
Phoenix, AZ 85007

November 6, 2008

Dear Corporation Commissioners:

A dire situation looms for the residents of the Fort Mohave area. Arizona American Water Corp. is attempting to hold us in bondage to finance their proposed sewage treatment plant's enlargement. This is another blatant case of corporate greed. They expect us to foot the bill for their construction - CONSTRUCTION that will benefit residents who aren't even here yet. Once their treatment plant is enlarged and paid for, our rates will not return to today's rates. They'll remain the same and Arizona American and its CEOs will live in luxury at our expense.

Just a few months ago, you approved a 25% rate increase. That was already a blow. Now at the worst possible time in our economy, they are trying to bleed us with an 80% increase. Enough is enough! Most of the AZ American customers are senior citizens on fixed incomes. They can't sell their homes without taking a horrible loss—not that many wouldn't like to flee the area for more affordable living conditions. I was deeply moved at the Public Information Meeting on October 9th, when an elderly couple, tears in their eyes, walked out in despair saying their home would be on the market to the highest bidder. And when these residents move away and their houses sit empty, there will be that much less sewage to treat.

The construction of new homes has all but come to a complete standstill. People are not flocking to the Mohave

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Valley as they were three years ago. AZ American will be able to efficiently handle the current sewage treatment load for many years to come with NO expansion.

Their request is based on population projections from 2005-06. When the construction industry does rebound, the connection fees and monthly service fees to the customers should be the source of income to enlarge the plant—not a bankroll on the backs of today's customers. When John Q. Citizen wants to expand his business, he uses his own savings or secures bank loans to do it. AZ American is expected to do the same.

Why is it that homes one block from us are on the Fort Mohave Indian treatment lines and these customers only pay \$30/mo. for their service. If the Tribe can provide service for this reasonable fee, why should AZ American be allowed to charge \$90/mo.? Why can't we choose to be served by the Tribe instead of being forced to be under AZ American?

Please deny any Arizona American rate hike request. We just cannot handle any more corporate greed and oppression. We're counting on you to stand for us.

On behalf of all the Arizona American customers who have endorsed this plea, we are respectfully.

Jim Gower
Cheryl M. Gower
Robert Calvy
Jenny Gay
Rita Marrow
Lee H Johnson
Mike & Janice Hornyan
Dave & Sandie Solverson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24/2008 @11:25am- Left Message - Called customer confirmed receipt of his correspondence. Advised an opinion has been filed on his behalf and will be made part of the record. Left my name and telephone number should the customer have any questions related to this matter. CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73282

SW: 01303A-08-0227
W: 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 73298

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Robert & Jody

Fitzgerald

Account Name: Robert & Jody Fitzgerald

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC):

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

To: Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix Az 85007-2996

cc: Arizona Residential Utility Consumer Office
1110 West Washington, Suite 220
Phoenix, Az 85007

November 03. 2008

Re: Rate Request No: SW-01303A-08-0227
Dear Commissioner

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase.

When there were only a few housed in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$26 to \$39 per month, and then over a year ago and without prior notice they raised the rates again from \$39 to \$49 per month, and then mailed us the notice. 334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charged our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the raising costs of utilities, gas, food and other items for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

We hereby request that Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39 per month, which would still be higher then all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Your consideration in the above mailer is appreciated,

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Correspondence Mailed to Customer:

November 24, 2008

Robert & Jody Fitzgerald

Fort Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear John E. Currier:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73298

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73249

Date: 11/24/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Blake & Robbin

Dunckel

Account Name:

Blake & Robbin Dunckel

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227

SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 24, 2008

Blake & Robbin Dunckel

Fort Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear Blake & Robbin Dunckel:

Your letter regarding the Arizona American Water Company "AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73249

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 73252

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Alexander

Lasiw

Account Name: Alexander Lasiw

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 24, 2008

Alexander Lasiw

Fort Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear Alexander Lasiw:

Your letter regarding the Arizona American Water Company "AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

consumer.

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Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73252

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73254

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** George **Last:** Paulson

Account Name: George Paulson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 24, 2008

George Paulson

Fort Mohave, AZ 86426

RE: ARIZONA AMERICAN WATER COMPANY

Dear George Paulson:

Your letter regarding the Arizona American Water Company "AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73254

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 73255

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: Victor & Carie

Holman

Account Name: Victor & Carie Holman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 24, 2008

Victor & Carie Holman

Fort Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear Victor & Carie Holman:

Your letter regarding the Arizona American Water Company "AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73255

SW. 01303A-08-0227
W. 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 73257

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Dan **Last:** Renner

Account Name: Dan Renner

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

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As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 24, 2008

Dan Renner

Fort Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear Dan Renner:

Your letter regarding the Arizona American Water Company "AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73257

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73260

Date: 11/24/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

John E.

Currier

Account Name:

John E. Currier

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227

SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

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When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 24, 2008

John E. Currier

Fort Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY

Dear John E. Currier:

Your letter regarding the Arizona American Water Company "AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73260
